



City of Cornelia Title VI Complaint Procedures

If you believe that you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under any City of Cornelia service, program or activity, you may file an official Title VI complaint with the Title VI Coordinator. The following steps describe the procedures to file a complaint:

1. The complaint must be submitted to the Title VI Coordinator no later than 180 days after the date of the alleged discrimination.
2. A Title VI Complaint Form can be obtained by calling 706-778-8585 or by downloading the form from our website at: www.corneliageorgia.org. Please provide the following information on the complaint form or you may submit a signed written statement that contains all of the following written information.
 - a. Your name, address and how to contact you (phone number, email address etc.)
 - b. The basis of the alleged discrimination complaint (race, color or national origin).
 - c. How, why, when and where you believe you were excluded from participation in, were denied the benefits of, or were subjected to discrimination.
 - d. Include the location, names and contact information of any witnesses.
 - e. You must sign your letter of complaint.

If you as the complainant are unable to write a complaint, the Title VI Coordinator will assist you with the complaint. The City of Cornelia is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, the Coordinator will provide language translation services.

3. The complaint shall be sent to the following address:
City of Cornelia Title VI Coordinator
Diane Feorino
Cornelia City Hall
P.O. Box 785
181 Larkin Street
Cornelia, Ga. 30531
4. All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Coordinator will review every

complaint, and when necessary, begin the investigation process. At a minimum the investigating will:

- a. Identify and review all relevant documents, practices and procedures:
 - b. Identify and interview persons with knowledge of the alleged discrimination, that is, the person making the complaint, witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity or anyone with relevant information.
5. Upon completion of the investigation, the Title VI Coordinator will complete a final report for the City Manager. The investigation process and final report should be completed by 90 days after receipt of the complaint. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a copy of the final report with any remedial steps.